

MEMORANDUM

TO: Service List Competitive Market Initiatives, D.T.E. 01-54
FROM: Jeanne Voveris, Hearing Officer
DATE: December 11, 2001
RE: Comments on Phase II Issues

In Competitive Market Initiatives, D.T.E. 01-54-A at 37 (2001), the Department identified several issues it intends to investigate in Phase II of this proceeding. These issues were discussed at a technical conference on November 14, 2001. The Department now seeks written comment on these issues. An outline of the Phase II issues is presented below as a guide. Initial comments should be filed no later than the close of business on January 4, 2002. Reply comments should be filed no later than the close of business on January 14, 2002.

In addition to an original to be filed with Mary Cottrell, Department Secretary, please submit eight copies of your comments. Please send a copy of your comments to the attached email service list. Also, please submit your comments to the Department in electronic format using one of the following methods:

(1) by e-mail attachment to dte.efiling@state.ma.us and jeanne.voveris@state.ma.us; or
(2) on a 3.5" disk, IBM-compatible format. The text of the e-mail or the disk label must specify: (1) the docket number of the proceeding (D.T.E. 01-54), (2) name of the person or company submitting the filing, and (3) a brief descriptive title of the document (e.g. Phase II Initial Comments or Reply Comments). The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in Word Perfect (naming the document with a ".wpd" suffix), in Microsoft Word, (naming the document with a ".doc" suffix) or as an Adobe PDF file (naming the document with a ".pdf" suffix). Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted in electronic format will be posted on the Department's Website, <http://www.magnet.state.ma.us/dpu> .

I. PHASE II ISSUES

A. Should electric distribution companies perform the role of electricity brokers for their default service customers? If so, please discuss the implementation of a specific proposal, for example:

1. Should electric distribution companies participate in Internet-based auction processes to assist the movement of their default service customers to competitive suppliers?
2. Should electric distribution companies obtain direct authorizations (e.g., via telephone or return post card) to switch default service customers to competitive suppliers?
3. Should distribution companies assign default service customers to competitive suppliers?

B. Customer Enrollment:

1. Should customer account numbers be included on the Customer Information Lists? If so, please address how consumer protections against unauthorized enrollments can be maintained if account numbers are included on the Customer Information Lists.
2. Should the first four characters of a customer's account name continue to be required for a successful enrollment of the customer? If so, please address how consumer protections against unauthorized enrollments can be maintained. Should this requirement differ among customer classes?

C. Customer Information List issues:

1. Should the Customer Information Lists be expanded to include information about customer service delivery points?
2. Should the Customer Information Lists be expanded to include information about customers who receive generation service from competitive suppliers?

D. Other issues:

1. Should distribution companies use the Internet for the transmission of customer data between the companies and competitive suppliers? Please discuss any benefits and costs of Internet use.

II. INTERNET-BASED CUSTOMER AUTHORIZATIONS

In D.T.E. 01-54-A, the Department stated that it would “investigate the development of technical processes and consumer protections necessary to implement the use of electronic signatures consistent with the requirements of the Restructuring Act.” D.T.E. 01-54-A at 37 (2001). Interested persons are invited to attend a meeting to discuss this issue at the Department’s Offices at 10:00 a.m. on Wednesday January 16, 2002. Interested persons are also invited to submit written comments on this issue according to the schedule set forth above.

III. EMAIL SERVICE LIST

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